

Jobs, Education and Training (JET)/Work First Cross-Agency Training Q & A

RESPONSE CODE

Department of Human Services = **DHS**

Monday, February 12 AM – DHS

vwcs7 -: How do you project employment hours for seasonal workers on the FSSP?

A. Treat them the same as any employment hours. Use minimum of two consecutive pay stubs.

vwcs157 =: Must the client complete the FAST before we can to the FSSP?

A. No.

vwcs333 =: Do all MWAs have write access to the FSSP?

A. Not as of 3/28/07.

vwcs167 =: In regard to "countable months" is the number system generated or does DHS enter that figure.

A. It is system generated.

vwcs157 =: When do the countable months start? When will the other states months be added?

A. State 48-month limit starts 10/1/07. The Federal 60-month limit started 8/96. Any countable months in other states will be counted as of 10/1/07.

vwcs29 -: When will MRS/MWA have write access to the FSSP

A. Unknown at this time.

vwcs45 -: So the ISS and FSSP both have to be done even though it is a duplication?

A. At this time there will be some duplication.

vwcs157 =: Will there be a reminder when the FSSP needs to be reviewed?

A. There is a report option on the main menu that will give you this information.

vwcs7 -: Who is responsible for completing the FSSP? DHS or MW?

A. The lead case manager

vwcs157 =: How do you count Home Help and Child Care Providers hours (which are usually low) and they state they must be in the home all day?

A. To meet federal participation, they must be earning minimum required hours times the state minimum wage.

vwcs21 -: If the participant has lost or forgotten their FAST confirmation number, can it be retrieved later?

A. Case workers can search for FAST using other criteria.

vwcs7 -: For ongoing cases when will the FAST & FSSP need to be completed?

A. At the next redetermination

vwcs157 =: Are there going to be alerts when you have a review to do?

A. There is a report option on the main menu that will give you this information

vwcs2 -: Can a DHS caseworker use the 6 month projection that is on the FSSP target dates to budget a participant's income?

A. Follow FIP income policy in the manual

Jobs, Education and Training (JET)/Work First Cross-Agency Training Q & A

vwcs45 -: Is the FAST completed before or after the cash case is opened?

A. Could be either

vwcs45 -: Who is responsible to make sure the FAST is completed within 30 days?

A. Primary case manager/DHS

vwcs45 -: The FSSP is completed 60 days from referral or from opening?

A. From the opening

vwcs22 -: what does PSF mean?

A. Prevention Services for Families

vwcs7 -: We are confused about the effective date of the FSSP for a non-JET county. The PPB was effective 2-1 but you mentioned it's optional until April.

A. It is mandatory statewide in April.

vwcs45 -: If they don't complete the FAST within 30 days...what happens?

A. Start non-compliance procedures.

vwcs7 -: Does the FSSP apply to ineligible grantees (grandparents, SSI adults), undocumented aliens,?

A. Currently, the PRPFC is used for these groups. They will be incorporated into the FSSP in the future.

vwcs45 -: Who determines non-compliance regarding completion of the FAST...DHS? If it is DHS will they enter it on the system?

A. Yes, DHS. Start non-compliance procedures.

vwcs22 -: When does the new months start for TANF, does everyone start at 0?

A. 10/1/07, yes.

vwcs32 -: You mentioned that non-compliance to complete FAST involves a different process for Pilot and non-pilot counties. If a non-pilot county chooses to start using the FAST/FSSP now, would we still penalize for non-compliance or would we be unable to do that because it isn't required in the non-pilot counties?

A. Effective 4/07, there is no difference between JET and non-JET

Monday, February 12 PM – DHS

vwcs171 = When a client is referred to MRS does MRS determine the number of core hours or does the worker?

A. The MRS plan for the client is acceptable.

vwcs179 =: Are the pilot counties currently able to keep up in entering the hours on a weekly or bi-weekly basis for those that need to be input regularly? Is there a much higher rate of hours or a higher rate of sanction?

A. There are more cases closed to earnings, and more cases closed to sanctions in the pilot counties.

vwcs173 =: Who will fill in the client's weekly hours on the FSSP?

A. Lead case manager for each activity.

Jobs, Education and Training (JET)/Work First Cross-Agency Training Q & A

vwcs173 =: Is the FSSP available to non-Jet Counties???

A. Yes, it is mandatory 4/07

vwcs209 = On the current activities screen is the worker expected to enter every weeks verified hours and what happens to the customer -if they don't meet the planned hours?

A. Yes, actual hours are entered weekly, bi-weekly, or every six months, depending on activity. Start non-compliance if they don't meet.

vwcs192 =: For the current activities screen, the target date is the next date that actual hours must be completed on FSSP. HOW do we set the target date? One week out, two weeks out, a month out???

A. The type of activity determines the target date.

vwcs171 = Is this information/new procedure being shared with the Administrative Hearing Judge's

A. Yes

vwcs163 = Will the FAST and FSSP be available in other languages than English?

A. FAST available in Spanish at this time.

vwcs168 = Who completes the FAST for referred customers? Who completes FAST for deferred customers?

A. The client completes the FAST.

vwcs165 = What is the target date for FAST in the non-Jet counties.

A. 4/07

vwcs152 = Question- Form DHS-630 when is this expected to be completed? What participants are required to fill this form out?

A. Participant in non-paid core or non-core activities must submit weekly.

vwcs160 =: When a goal has been met, do we re-do the plan? hours or does the worker?

A. FSSP is a living document that will change regularly.

vwcs195 = We use two paychecks and project the budget for six months, what do we do if the client has a job change, do we request another two paycheck for the job change, or do we continue the same six months?

A. Request new paychecks.

vwcs179 = In pilot counties what is the FIP caseload to specialist ratio? Are they currently able to enter hours on a weekly or bi-weekly basis for those clients where this is needed? Do those counties feel this is a reasonable expectation for the changes coming for ineligible grantees in April?

A. Yes. 100 FIP cases plus companions to one worker is the design. Ineligible grantees will not change in April.

vwcs179 =: For transfers do we start over for the FSSP or update?

A. FSSP will follow client.

Jobs, Education and Training (JET)/Work First Cross-Agency Training Q & A

Tuesday, February 13 AM – MRS

vwcs4 -: We are not a Jet pilot site. Our MRS counterparts have indicated they were told by their management not to attend this session as we're not yet JET. Is this even intended for non-JET counties?

A. Yes, any policy issued in online manuals is statewide policy.

vwcs303 =: Do you assist clients with auto purchase or repair?

A. Yes.

vwcs320 =: When do non-JET counties begin to use the DHS-517 for IN clients?

A. Not at this time.

vwcs344 =: Does MRS need a specific release from the client or customer of DHS to share information other than the DHS form 1555?

A. Use 1555E in pilot counties.

vwcs160 =: If a client is an SSI recipient, requesting FIP for dependent children, must we refer to MRS?

A. No.

vwcs327 =: If someone becomes an active MRS case, will they also be enrolled w/ JET or deferred from JET and enrolled w/ MRS alone?

A. Could be either.

vwcs313 =: What determines the necessity/frequency of "triage"? Is there specific policy dictating this?

A. Triage is held at non-compliance. See 4/07 policy.

vwcs327 =: If a JET client applies for SSI, should the JET counselor refer to MRS or should they notify DHS and have DHS request that consultation?

A. Notify DHS to request consultation.

vwcs460 =: Will the worker be required to refer all "now deferred" clients to MRS?

A. Only those coded IN in the JET sites.

vwcs466 =: What do you mean regarding a utilization report?

A. A history of the doctors services provided, usage of Medicaid coverage and diagnosis

vwcs473 =: If MRS feels the client can perform work or the 518 is sent and physician continues to claim client has disability and cannot work or participate what is to be done by the specialist?

A. Send through the MRT process

vwcs463 =: There are 3 forms for referral in the packet-2 MRS forms and the DHS 517- are they all equal? They say much the same thing.

A. The DHS-517, Consultation Request, is used when DHS refers a client claiming disability to MRS for consultation services.

The DHS-518, Assessment for FIP Participation, is used by DHS when a client has been determined not disabled by MRT. The form is filled out by a doctor to help DHS determine how many hours and what kinds of activities the client is able to participate in at JET/WF. The DHS-519, Referral to SSI Advocate, is the form DHS uses to refer a client to an SSI advocate for assistance with their SSI claim.

Jobs, Education and Training (JET)/Work First Cross-Agency Training Q & A

vwcs324 =: If a client is appealing an SSA denial, do we refer to MRS during the period of the appeal? If not, when?

A. Yes, we don't wait for the SSA process to be completed.

vwcs473 =: But the Dr. does continue to say that the client is disabled and that they are permanently disabled. MRS and the MWA cannot work with these clients, are you saying to contact Central Office for each of these cases?

A. No, call with difficult situations only.

vwcs463 =: How much medical documentation is needed with initial 517? Do we just send what is already available with the client or in the case file, or will a request to providers for additional medical be required?

A. No, accept what is in the case file from physicians stating the client is disabled.

vwcs503 =: Would we refer a pregnant woman off work for more than three months?

A. A problem pregnancy should be coded LO or TE.

Thursday, February 15 AM – DHS

vwcs650 =: When are the FAST and FSSP required for non-JET counties? When will MWA staff be able to write to the FSSP?

A. April 1, 2007; unknown at this time

vwcs649 =: Would high school completion be considered a core activity for a deferred client attending high school completion expecting to finish before age 20?

A. Dependent children are not entered on FSSP; for the grantee only non-core activity.

vwcs650 =: Is the FSSP required for deferred clients? If so, does DHS worker have to enter actual hours?

A. Yes to both questions.

vwcs649 =: Will DHS now be responsible for assuring clients are completing required core activities through these logs? If so what part does MW play in each case?

A. The lead caseworker is responsible for monitoring activities.

vwcs650 =: How often does the worker have to run a "fallout" report?

A. As often as needed for case management.

vwcs650 =: How often do we need to document actual employment hours? Is it worker discretion? Options?

A. Use a minimum of 2 pay stubs, averaged and projected for 6 months

vwcs200 =: Will information entered into MIS automatically transfer to the FSSP and vice-versa?

A. At this time, only activities transfer into FSSP

vwcs651 =: If the "fast notice date" is entered incorrectly in the Participation and Compliance section of the FSSP, how do we correct it?

A. Cannot be corrected

vwcs648 =: Who will be filling out the FAST AND THE FSSP, DHS OR MWA workers?

A. The client fills out the FAST; the lead case manager fills out the FSSP.

Jobs, Education and Training (JET)/Work First Cross-Agency Training Q & A

vwcs616 =: Are there cases when the main menu screen on the FSSP will NOT list all choices 1-5?

A. No, 1-5 will always show for DHS

vwcs608 =: what determines who works with the client on the completion of the FSSP?

A. Employment codes WF are done at Work First; the rest are done at DHS

vwcs609 =: Can the FSSP be accessed by MWA prior to the client entering the information on the FAST?

A. Yes

vwcs650 =: So starting now DHS workers must enter actual hours for clients on the FSSP?

A. Yes

vwcs649 =: As for the activity logs, are you stating, that if the client is referred to MW, MW is responsible for entering the activity logs? And if the client is deferred DHS is responsible?

A. Yes to both questions.

vwcs200 =: Will activities entered for NCR's into MIS also transfer to the FSSP? And will any follow-up be required for these people?

A. No

vwcs605 =: Is the FAST available in Spanish?

A. Yes

vwcs551 =: How do we check on our clients hour of work activities? Do we input the hours and activities weekly, monthly?

A. Non-paid activities come from the activity log; paid clients report every two weeks

Thursday, February 15 PM – DHS

vwcs779 =: Will the FSSP replace the MWAs ISS?

A. No

vwcs197 =: Does hitting skip generate a barrier on the FSSP?

A. No

vwcs802 =: Will MWA be trained on the FSSP?

A. Yes, training will be offered.

vwcs779 =: Would the FAST be completed prior to a referral to Work First?

A. Not necessarily

vwcs770 =: If a client does not complete the FAST within the 30 days does DHS start good cause?

A. Yes

Jobs, Education and Training (JET)/Work First Cross-Agency Training Q & A

vwcs802 =: Are we going back to the 20 - 30 - 35 hr. weekly requirement and not require 40 hrs. per week for every customer

A. The 20-30-35 hours are federal weekly requirement to meet participation; State law says MWA refers up to 40 hours.

vwcs800 =: Will FAST and FSSP be in other languages i.e. Spanish?

A. FAST is in Spanish only at this time.

vwcs197 =: Is there a required amount of hours for CDC provider/recipient who is providing care to a community service ?

A. The minimum required hours

vwcs805 =: How will the FSSP be completed if the worker is in the field with the client on a home call?

A. Need to complete at office upon return

vwcs770 =: Do we refer previously deferred customers when transferring to EFIP?

A. No

vwcs771 =: Should we have a dedicated computer in the DHS office for the client to use? Does the FIS enter the answers or the client? Would the client use the workers computer?

A. A dedicated computer is optional. The client completes the FAST. The client cannot use the workers computer.

vwcs771 =: How about DHS makes a paper copy of the FAST and we keep it in the record?

A. No

vwcs770 =: Pam - please answer this question, is WF to term clients for failing to participate 40 hours. Yes or No.

A. If the 40 hour requirement is reasonable.

vwcs751 =: Are ineligible grantees WEI's? If so, the edit button on their FSSP is grayed out. How do we get into these cases?

A. No

vwcs771 =: So the FIS does not see the completed FAST?

A. No, except in rare circumstances

vwcs771 =: What happens if the client refuses to complete the FAST?

A. Start the non-compliance process

vwcs787 =: Will the client have access to a specialist comments?

A. No

vwcs791 =: What is EFIP?

A. Extended FIP, see PEM 519

Jobs, Education and Training (JET)/Work First Cross-Agency Training Q & A

vwcs770 =: Ok we had a client deferred with a CA code, was working prior to birth of child, CA deferral is ending, client is back to work, earnings close FIP case. When we evaluate for EFIP she is eligible but ASSIST EMPLOY screen makes us code her WF. Do clients found eligible for EFIP have an employment code of WF during their 6-month eligibility period?

A. Yes

vwcs197 =: Can the FSSP be used as part of a hearing packet?

A. The personal contract page can be used.

vwcs751 =: Can the FSSP be FOI'ed?

A. Contact Legal Affairs with FOIA requests.

vwcs802 =: If the client fills out the DHS 595 can the case worker enter it on the computer?

A. Yes

vwcs775 =: How does a worker know if the client did not complete the FAST?

A. Review pending FAST report

vwcs775 =: Is the WU code valid currently for non-Jet Counties?

A. Yes

vwcs803 =: What if a client completes the FAST after already participating with MWA? Does DHS run a report of who has and has not completed within 30 days? If so, does DHS tell MWA to terminate the client for noncompliance if the FAST is not completed within 30 days?

A. DHS is responsible for any non-compliance issues with the FAST

vwcs770 =: In non-JET counties how do FIS staff enter the date into the system that they manually mailed the FAST notice?

A. Use the participation and compliance TAB

vwcs779 =: Wouldn't all clients be required to do the FAST?

A. Ineligible grantees and disqualified aliens are not required to complete the FAST at this time.

vwcs770 =: Attempted to enter WU on employ screen of ASSIST today, non-JET county, ASSIST would not allow access to this code indicating that 40 hours was not entered, but it was, and defaulted to VN.

A. Double check ET Info screen on ASSIST

vwcs791 =: Did you state that MW would determine good cause if active with WF and didn't complete FAST within the 30 days?

A. No

vwcs771 =: Will there be further training for non-JET counties before April, 2007?

A. Yes

vwcs771 =: If an EFIP client opts out and not receive FIP because they do not co op with Work First do they still get 6 months of MA?

A. If qualified for TMA, they get the full 12 months

Jobs, Education and Training (JET)/Work First Cross-Agency Training Q & A

vwcs791 =: Sorry, we are a little confused on the FAST not being completed within 30 days. If the client is active with MW, how would DHS determine good cause for failure to complete the FAST? You previously stated that the MWA shouldn't terminate their participation.

A. Start non-compliance procedures

vwcs771 =: Why not make the AFAST a part of the orientation process?

A. Many MWA assign FAST as the first activity

vwcs000 =: Is there a way to make entries on the FSSP w/o having the system save every entry and date before proceeding to the next item? It is very time-consuming that way.

A. No.

vwcs000 =: Is there a way to make a quick confirmation of FSSP entries by clients so that the FSSP shows as complete?

A. Clients do not enter on FSSP.

vwcs000 =: Am I right in assuming all active FIP cases are listed in the FSSP but all are not complete or still waiting to have a FAST survey entered?

A. Yes

Friday, February 16 AM – MRS

vwcs922 =: FIP Disability Flow Chart - referral form covers the initial meeting. What type of continual follow up for individuals is involved with MRS as a core activity with Work First?

A. It is Work First's responsibility to follow-up.

vwcs921 =: On the DHS 517 form, Section 1, there is a place to record whether the individual has applied for SSA benefits. Do we assume the individual does not have the opportunity to apply for SDA? If so, will we still get those referrals as part of JET? Or, is JET only for TANF eligible customers only?

A. Yes

vwcs906 =: Client fails to show for appointment-then DHS follows No Call/No Show policy. How are clients sanctioned for a voluntary program?

A. They are not.

vwcs933 =: When do we start the MRS referrals on IN clients? Now or not until we go up on JET. Do we continue deferrals until JET starts?

A. Current process in JET Counties only.

vwcs933 =: Client applies states disabled. Do we need 49 or 54e and referral to MRS for consult before FIP opens? This may take awhile.

A. Yes, done before FIP opens.

vwcs957 =: Will SDA as well as FIP clients be participating in the JET program or just FIP?

A. Just FIP

Jobs, Education and Training (JET)/Work First Cross-Agency Training Q & A

vwcs933 =: Client states he wants to take advantage of MRS services but has no transportation or daycare. What do we do if client does not participate with MRS? Is this something hammered out at triage?

A. DHS provides transportation and daycare. Start non-compliance process. Yes.

vwcs914 =: If a deferred customer volunteers for MRS and doesn't follow through, can they then be sanctioned?

A. Only IN's go through that process.

vwcs933 =: What happens if the client is sent to MRS for a consultation, but they don't show they say because they have no way to get there? No transportation or daycare.

A. DHS must provide supportive services.

vwcs943 =: What is the expectation of Triage? Is this meant to be a good cause determination meeting? If the client does not have good cause, should the ultimate decision be sanction or to create another plan for participation?

A. Yes. It depends on the case.

vwcs922 =: Will JET take over Ticket to Work?

A. No

vwcs200 =: What need reason would DHS use for MRS participation for daycare - employment?

A. Family preservation

vwcs200 =: How is transportation paid for MRS participation?

A. DSS

Friday, February 16 PM – MRS

vwcs776 =: FSSP When doing the FSSP should be starting everything as In Progress or Planned?

A. Could be either.

vwcs1085 =: What is our recourse when we have an individual who qualifies for MRS services, but provides a "doctor's note" stating that they cannot work?

A. Go through the MRT process.

vwcs1085 =: Why is MRS making the disability determinations and not MRT?

A. MRS is making a consultation, not a disability determination.

vwcs1071 =: Many of our clients have been on for years claiming they are disabled and can't work. Are we to go through all of them and request new medical?

A. At review, or any time a client claims disability, you go through the IN policy.

vwcs1071 =: How many times will the FIS be able to give the client TE for 3 months, forever?

A. One time only unless you have supervisory approval to go longer.

vwcs1084 =: If the 54A states employable with limitations is this a MRS referral or a work 1st refer?

A. You need to go through consultation with MRS first if the client claims disability.

Jobs, Education and Training (JET)/Work First Cross-Agency Training Q & A

vwcs1101 =: MWA - What if a customer applies for SSA , is denied, appeals the decision, will DHS still defer?

A. In non-JET counties, it is still a deferral. In JET counties, it is not.

vwcs1072 =: Who will initially complete forms 517 or 518 DHS or MWA/JET?

A. DHS

vwcs1102 =: What is the timeline for non-JET counties to start MRS referrals?

A. It is unknown at this time.

vwcs000 =: Is triage just for IN clients or is it also for noncompliant W.F. clients?

A. Triage is for any client non-compliant with required activities.